CURRICULUM VITAE

PERSONAL DATA

Name: Abdulrahman Gamal

Address: Ibrahim Mabrouk, 25, Segar, Tanta, Gharbia, Egypt

Phone: +20 100 139 5058

Email: Abudulrahmangamal007@gmail.com

Date of birth: February 3, 1994

Place of birth: Tanta

PROFESSIONAL EXPERIENCE

Since 09 /2025 - present

English Teacher & Freelance Web Developer

Freelance / Self-employed

- *Teaching English to various age groups.*
- *Developing and designing websites (frontend/backend).*
- *Acquiring technical skills and problem-solving abilities.*

07/2023 – 07/2024

Sales Person

Salah El Shanwany for Plastic and Restaurant Supplies

- *Customer service and advice in the store.*
- *Sales of restaurant supplies and plastic products.*
- *Inventory management and order processing.*

06/2022 – 02/2023

Call Center Agent / Customer Service Representative

WE (Telecom Egypt)

- *Focus: Telephone customer service and technical support.*
- *Handling customer inquiries and complaints regarding invoices.*
- *Resolving technical issues and ensuring customer satisfaction.*
- *Working under time pressure and documenting customer requests.*

09/2020 – 06/2021

Retail Associate

Bim Stores, Tanta

- *Merchandise presentation and sales in the store.*
- *Customer service and cash handling.*
- *Support with in-store marketing activities.*

08/2015 – 10/2015

Receptionist

Harmony Makadi Bay Hotel, Hurghada

- *Welcoming and checking in international guests.*
- *Assisting with completing hotel forms and escorting guests to their rooms.*
- *Explaining the safe and telephone procedures (primarily in Russian).*

EDUCATION

2014 – 2018
Bachelor of Arts in Languages and Translation
 Al-Azhar University, Nasr City, Cairo
- Specializations: Islamic Studies, English, and French.
- Final grade: Good +

SKILLS AND INTERESTS

Languages
- **Arabic:** Native speaker
- **English:** Fluent
- **German:** Advanced (B2.2)
- **French:** Basic knowledge

IT Skills
- **MS Office:** Very good
- **Web Development:** Good (AI input)

Soft Skills
- Communication skills
- Problem-solving skills
- Customer focus
- Stress resistance

Hobbies
- Writing, video editing, reading, origami, chess